

Serial No.: 10/014,146

Attorney Docket No.: 2001P18437US

**REMARKS**

Upon entry of the instant Amendment, Claims 1-17 are pending. Claims 1, 4, 7, 11, and 15 have been amended to more particularly point out Applicants' invention.

Claims 1-17 were rejected under 35 U.S.C. 101 as being directed to non-statutory subject matter.

In particular, claims 1 and 7 were indicated to include "no physical structure of the machine in terms of its hardware and software combination" and "not being tangible." Claim 1 has been amended to recite a "computer-implemented telecommunications call center," and thus more clearly recites a "physical structure." Claim 7, however, recites "one or more telecommunications networks; a switch configured to switch calls between devices on said one or more telecommunications networks; and a call center adapted to monitor calls through said switch." Telecommunications networks, a switch, devices, and a call center are all deemed to be more specifically "physical structure" in combination. As such, the Examiner is respectfully requested to reconsider and withdraw the rejection.

Claims 4, 11, and 15 were indicated to be capable of being implemented "without computer or machine." In accordance with paragraph 3 of the Official Action, Claim 4 has been amended to recite a "computer-implemented method" and claim 15 has been amended to recite a "an at least partially computer-implemented call center." Claim 17, however, recites "providing one or more telecommunications networks; providing a switch configured to switch calls between devices on said one or more telecommunications networks; and providing a call center adapted to monitor calls through said switch." Like similar claim 7, applicants believe providing networks, switches, and call centers rise above a mere level of abstraction. As such, the Examiner is respectfully requested to reconsider and withdraw the rejection.

Serial No.: 10/014,146

Attorney Docket No.: 2001P18437US

Claims 1-17 were rejected under 35 U.S.C. 103 as being unpatentable over Banning et al., U.S. Patent No. 5,721,901 ("Banning") in view of Lowe, et al., U.S. Patent Application No. 6.539.082 ("Lowe"). Applicants respectfully submit that the claimed invention is not taught, suggested, or implied by Banning or Lowe, either singly or in combination.

As discussed in the Specification, the present invention relates to a system and method for accessing information on call-by-call activity of a call center. More particularly, a telecommunications call center system according to an embodiment of the present invention includes a controller, graphical user interface, a database, and a query engine. The controller stores call information in the database, such as call length, duration, party, time, and the like. The graphical user interface subsequently allows a user to enter query fields for a query of the database. In certain embodiments, the user can select from one or more tables of alias fields. The query engine reads the alias field entries, generates a Structured Query Language (SQL) query, and returns results via the graphical user interface.

Thus, claims 1, 7, 11 and 15 have been amended to recite "said graphical user interface is configured to display the database readable form;" and claim 4 recites "returning a result of said database-readable query to said graphical user interface for display."

In contrast, while Banning provides for entering a "visual query," does not appear to provide for converting aliases into a machine-readable form displayable on a graphical user interface, as generally recited in the claims at issue. Selecting query entries. Lowe is relied on for allegedly teaching "call information databases fir storing call information, query engine operably coupled to the call information database." However, like Banning, Lowe does not appear to provide for converting aliases related to telecommunications calls into a machine-readable form displayable on a graphical

Serial No.: 10/014,146

Attorney Docket No.: 2001P18437US

user interface. As such, the Examiner is respectfully requested to reconsider and withdraw the rejection.

For all of the above reasons, Applicants respectfully submit that the application is in condition for allowance, which allowance is earnestly solicited.

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Respectfully submitted,

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